

# Job Description

## Support Worker – First Response

Role Profile	Specialist Grade G
Service/Team	Inclusion and Family Services / Early Help
Reports to	Team Manager
Responsible for	N/A
Number of posts	5 FTE
Post number	TBC
Career Grade	N/A

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by helping to deliver effective and impactful support and quality services that secure positive outcomes for children young people and their families.**

### Job Overview

- To work as a member of the front facing Early Help First Response Team across BCP to deliver high quality information, advice, guidance, assessment and support to families and professionals. Receiving and processing all EH service enquiries and requests in a timely manner in order to safeguard and promote the well-being of children and young people and build parental capacity, strength and resilience.
- As a lead EH support worker, maintain a high level of understanding of the continuum of Early Help functions and services to enable access to the most appropriate services and resources and deliver effective, flexible and responsive help for families, identifying need, risk and securing positive outcomes through the effective and appropriate safe processing of all service requests.

### Key Responsibilities

- To act as the first point of contact and as the gateway for families and professionals seeking advice and guidance in accessing Early Help services, undertaking, triage and where appropriate if required, undertake Early Help enquiries and initial assessments in order to accurately assess risk, make decisions and create high quality intervention plans to improve outcomes for children and young people.
- To provide professional support to agencies undertaking the completion of EH assessment and the creation of intervention plans and provide professional challenge on a range of issues.
- Ensure that the child or young person s at the centre of all enquiries, professional planning, assessment and intervention and that the views and wishes of the child and /or family (as appropriate) are sought to understand and shape the level of intervention required.
- Work collaboratively with other Teams and a broad range of stakeholders (e.g. Health, Education, Police, Voluntary sector) to achieve collective objectives and improve outcomes and to ensure that the functioning of the Early Help First Response Team is delivered.
- Apply principles of anti-discriminatory practice to identify the potential for and / or redress the negative impact of racism, homophobia, discrimination based on gender, ethnicity, disability, class, culture, language or religion to ensure children and young people are treated with dignity and respect.
- To work under the direction of the team manager or assistant team manager and engage in reflective case supervision to enhance existing practice, seek advice on individual cases-

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especially where complex, develop personal resilience, and promote continuous professional development.

- Deliver high quality services, share and embed best practice principles and a positive learning culture within service area with enthusiasm and commitment, supporting and coaching colleagues as necessary. .
- To work to a high standard in accordance with agreed policies and procedures of the Council.

### **Specific Qualifications and Experience**

- 3 A levels, NVQ 4, HND or diploma (or equivalent experience)
- Good knowledge of the work practices, systems, processes and procedures relevant to own area of work,
- A flexible and inclusive approach to case work, understanding different customer needs
- Experienced in completing written assessments and plans and making evidence based and outcome focussed decisions using proactive risk management within set procedures,
- Proven experience of delivering direct interventions which contribute improved outcomes for children, young people & parent/carers
- Working knowledge of relevant legislation & statutory guidance (Children Act, Equality Act, Human Rights & Data Protection)
- Experience of appropriate sharing of information & sound understanding of GDPR/confidentiality
- Experience and understanding of Safeguarding and Child Protection
- Experience of completing written assessments and plans
- A good understanding of Early Help Services

### **Personal Qualities & Attributes**

- Able to build supportive, positive and trusting relationships with others and seek to resolve any barriers to collaborating with others by communicating openly.
- Appreciate diversity in both customers and colleagues and consider their specific needs, proactively approach interactions with customers, using diplomacy and tact where issues could become contentious.
- Solutions focused and able to make recommendations to managers and colleagues about more complex decisions and improved ways of working
- Plan and organise own workload in an environment of change and where there are competing demands.
- Committed to learning and CPD
- Excellent interpersonal and communication skills both written and verbal and able to establish effective relationships with children, young people, families/ carers and a wide range of professionals

### **Job Requirements**

- Enhanced DBS check
- Ability to travel across the BCP area using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.
- Willingness to work unsocial hours (evenings/weekends) as required to meet the requirements of the service

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